IT SPECIALIST

Below are over 10 potential performance elements with indicators that may be used for an IT Specialist position. Please feel free to use any of them including combining where appropriate and modifying them as needed. For this appraisal year, standards are to be written at the "Meets" level. Ensure you **begin all standards with this phrase**:

"The rating official is satisfied that the incumbent usually performs as described below:"

Project Definition and Work Plan
- Write detailed and accurate specifications and definitions for (specify project) to be developed in accordance with the project schedule and dates defined and agreed upon by the program/project manager.
- Prepare thorough and accurate integration documents to ensure all systems have the requisite capabilities to interoperate.
- Prepare IT security plan for the proposed system with established standards.

Perform System Analyses
- Perform needs and requirements analysis of functions proposed for automation within established standards.
- Proactively coordinate with others to ensure automation further improves business process solutions. Finds (insert number) of opportunities for improvements.
- Encourage customers full participation in the business improvement process in a courteous and timely manner demonstrating systems knowledge and expertise.

Feasibility Studies
- Perform feasibility studies in accordance with accepted practices.
- Based on a thorough analysis, prepare options with a business case analysis including advantages and disadvantages allowing the customer a choice of solutions.
- Prepare accurate and comprehensive cost estimates for proposed solutions.

Scope Planning
- Prepare scoping documents for proposed systems according to established standards.
- Prepare thorough and accurate integration documents to ensure all systems have the requisite capabilities to interoperate.
- Prepare IT security plan for the proposed system with established standards.

IT Policy Development and Review
- Review current and recommended IT best practices to develop and coordinate policies that implement best IT practices for the organization. Perform at least (insert number depending on grade level) reviews a year.

- Proactively review existing IT policies for relevance to retain, modify, or recommend deletion of unneeded policies to ensure that policies are current and appropriate to the needs of the organization.

Budget Management
- Provide accurate budget projections to management in order to establish a appropriate budget for the organization.
- Frequently track budget expenditures for appropriateness and schedule.
- Notify management in a timely fashion when the budget and/or expenditure timeline deviates by more than [fill in acceptable percentage]% from the plan.
- Proactively monitor budget submissions and ensure data is entered in an accurate and timely manner.

Contract Management
- Coordinate with appropriate individuals to ensure that all contract SOWs accurately reflect the desired work and that the SOW contains all necessary details to enable a wide selection of bidders and to ensure that any resulting contract/task order will meet the needs of the organization [project].
- Track ongoing contracts to ensure funds are expended in an appropriate fashion in accordance to the work being performed.
- Perform earned value management contract evaluations where required and alert the project managers and management when analysis indicates expected deviations greater than ___% within established timeframes.

Audits and Evaluations
- Conduct [insert number] audits of IT programs and projects.
- Perform Earned Value Management (EVM) audit evaluations where required and alert the project managers and management when analysis indicates expected deviations greater than ___%.

SECURITY
Development of IT Security Policies and Procedures
- Analyses of current Agency and Center policies and industry trends are comprehensive and take into consideration Goddard culture and user needs.
- Security policies and procedures are clearly written, well organized and encompass routine and non-routine situations and actions to be taken in the event of an IT security violation.

Risk and Vulnerability Analyses
- Comprehensive and in-depth risk and vulnerability analyses performed on [insert number or percentage] of [Directorate, Center] systems.
- Recommendations for remedial action are effective and implemented within established timeframes and due dates.
- Policies and procedures are modified to prevent repetition of problems discovered during analyses.

IT SPECIALIST

IT Security Breach Corrective Action
- Evidence of a computer crime is collected, thoroughly analyzed and preserved as required within agreed-upon timeframes and due dates.
- Security event assessment includes a determination of the impact of the breach and is thorough, accurate and timely. Assessments are completed within _____days of event occurrence.
- Information is thorough, accurate and timely provided to appropriate law enforcement personnel.

IT Security Training
- Training makes use of appropriate audio visual tools and conveniences. Training demonstrates current knowledge of the subject and is communicated courteously and clearly. Training includes a path in which customers questions may be answered in a timely manner.
- Ensure Goddard staff is notified of and completes annual security awareness training. Track's and provides updates of percentage of Center staff who have completed training and follows up with additional announcements of training requirements in a timely manner.
- On a proactive basis, disables accounts of users that have not completed the required training.

IT Security (System Design)
- Provide prompt, accurate and comprehensive information to design groups to ensure IT security is built into IT system designs.
- Proactively review system designs from an IT security perspective and propose well-documented changes as required.